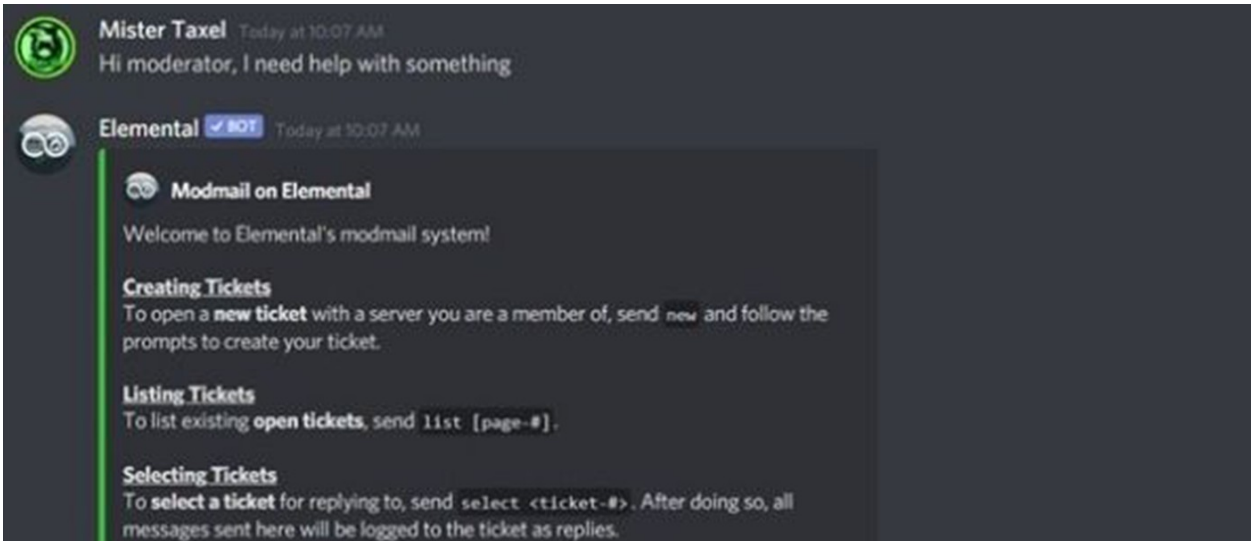


# Step-by-Step Guide to Using Modmail in XA Discord Servers

Community Mister Taxel Feb 24, 2021

## What is Modmail?

Modmail is a new Xbox Ambassadors Discord feature, provided by Elemental Bot, that allows server members to contact moderators and staff through a ticketing system. This allows for more efficient communication between server members who spot something that needs staff/moderator attention, and the staff and mods themselves. Read this blog for step-by-step instructions on when and how to use Modmail.

## When to use Modmail

This feature is useful in situations where you want to contact a moderator or member of staff. If you see someone breaking server rules, have a question that only a moderator or staff member can answer, or need to talk to staff or moderators specifically for some other reason, Modmail is a great way to get a response back quickly.

## How to use Modmail

- **The first step to opening a ticket and getting a response from staff and/or mods is to use the slash command /ticket in the channel #send_modmails_here.**

- You can find the channel listed in the Modmail Category, which can be found on the left side of the server.

- **Use the slash command /ticket in #send_modmails_here, then follow the prompts to create a Modmail ticket.**
  - Using the /ticket command will give you the option to start a DM conversation, facilitated by the bot, between you and the staff/moderator(s) who accept your ticket and respond to it.
  - Note that any server admins and moderators can see the contents of your ticket while it's open and reply as needed.
  - After typing /ticket into the message bar, you'll see some fields appear that you can fill in to set ticket type, title, and any initial additional messages that admins and mods will see come in with the ticket in our queue of Modmails waiting to be answered.
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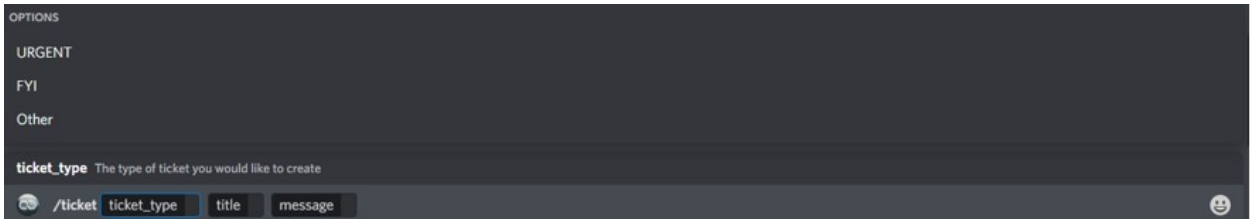


- **Note on ticket types available in our server: URGENT, FYI, and Other:**
  - The choices available are "URGENT", "FYI", and "Other".
    - "URGENT" tickets are just that – urgent. Maybe you've seen something in the server that breaks server rules and is making the space less safe, welcoming, and/or inclusive. In those cases it's best for staff or moderators to become aware of the situation right away so that we can remove that content quickly.
    - "FYI" tickets are less urgent. Examples could include a server member breaking a rule, in a way that isn't making the space less safe but is still irritating (like spam). Or situations where a rule *might* have been broken so a moderator should check it out and potentially take action.

        - “Other” tickets exist as a category for anything that wouldn’t fall into URGENT or FYI.
    - To select the appropriate ticket type, click or type the choice you want to go into ticket_type.
- **After choosing a ticket Type, you’ll be prompted for a Title for the ticket.**
    - Ticket Titles are limited to 100 characters or less, so try to choose something that summarizes what you’re needing help with but isn’t overly long.
    - When you’re ready to title your Ticket, type the Title into the chat with Elemental Bot, and then move on to the “message” field
- **After choosing a title, you’ll be prompted to send a message to kick off the ticket.**
    - This message should give any needed context for mods to quickly address the ticket. Mods and admins can also reply to your open ticket to get more information.
- **Filling in the open fields and send the message to begin the ticket.**
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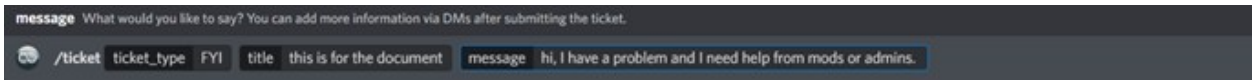


- **Now that you’ve chosen your Server, Ticket Type, and Title, the ticket has been created, and you get a message from Elemental Bot confirming ticket creation.**
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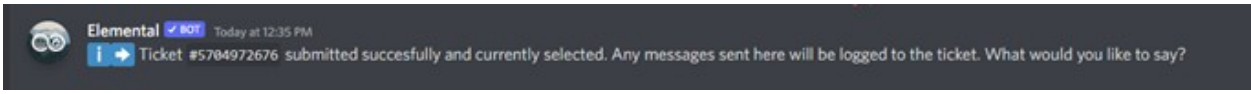


- **Staff and Mods can see the ticket now, and will accept it and reply when they’re ready. In the meantime, you can send more messages and those will all be logged to the ticket you just opened. Now is a good time to give more context on what you need staff / moderator help with.**

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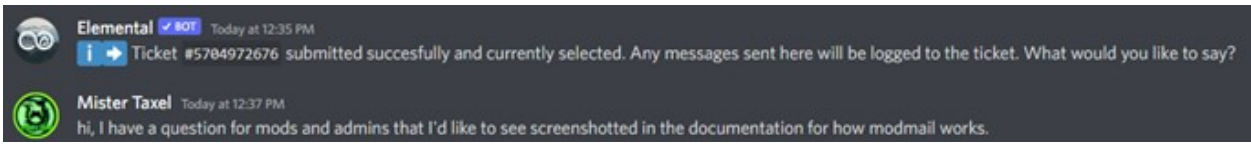


- **Once the ticket is accepted by admins or mods, they will have access to any messages you sent to the ticket during or after ticket creation. When they reply to you through the ticket, Elemental will send the message on their behalf.**
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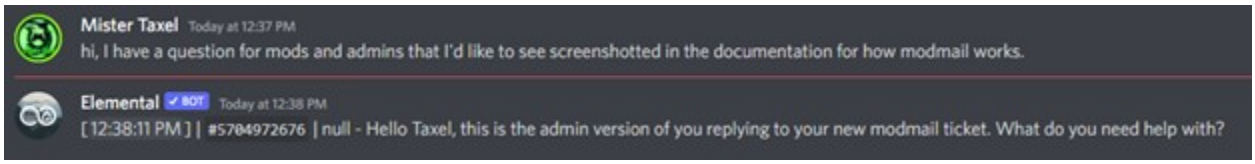


- **As you and the moderator continue to chat in the ticket, Elemental Bot will continue to pass your DM's to the moderator and their messages back to you, all in the same DM conversation with Elemental Bot that you had started to open the ticket.**
- **Once you have communicated what you need help with and admins / staff have the information they need to address it, they will take whatever action they need to and then close the ticket.**
    - When the ticket is closed, you'll usually receive a message from Elemental Bot confirming that and providing a reason for why the ticket was closed. Sometimes we forget to send that "ticket closed" message – in these cases, you'll know the ticket is closed because sending another message to Elemental will generate an automatic prompt to create a new ticket.
    - This will conclude your conversation with them on that subject, and further message to Elemental Bot will prompt you to create a new ticket.
    - If you need to open a new ticket, follow the prompts provided by Elemental when you message the bot – or go back to the start of this document follow the steps again.

## That’s it for now!

That’s our summary of how to use Modmail as a server member! We did our best to provide detailed instructions, and the blog got a little bit long. Don’t worry – the process to create tickets, communicate with mods, and get your concerns addressed quickly is intuitive to go through in the moment. We’ve linked this blog in the Handbook, in various pinned messages, and in the server rules so that it’s not too hard to find.

You can also still contact a staff member or moderator in the old ways (by just sending them a DM). That said, we appreciate it when server members get in the habit of using Modmail when they’re able. This will help us as moderators better organize around who is handling what, respond to issues quickly as they arise, and avoid situations where a server member is messaging multiple moderators for help with the same concern. That can get confusing and lead to inconsistent responses to the same questions or concerns.

If you have questions about Modmail, Discord Rules, or server moderation in general, please contact a Community Manager with the info provided in the Handbook – or by using Modmail!